

<p>CHC</p> <p>LNP with loop</p> <ul style="list-style-type: none"> <li>• 1-10 lines</li> <li>• 11-24 lines</li> </ul> <p>FDT (Diagnostic)</p> <p>LNP with loop</p> <ul style="list-style-type: none"> <li>• 1-10 lines</li> <li>• 11-24 lines</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.
<b>Measurement Type:</b>	
<p>Tier 1 – High</p> <p>Tier 2 – Medium</p>	
<b>Benchmark:</b>	
95%, for CHC. FDT is diagnostic and is addressed in the combined measure 115.2	

<b>114.2 Measurement (New Measure) Place Holder For Future Use</b>	
CHC/FDT For DSL Loops and Line Sharing.	
<b>Definition:</b>	
<b>Exclusions:</b>	
<b>Business Rules:</b>	
<b>Levels of Disaggregation:</b>	
<b>Calculation:</b>	<b>Report Structure:</b>
<b>Measurement Type:</b>	
<b>Benchmark:</b>	

<b>115. Measurement</b>	
Percent Provisioning Trouble Reports (PTR)	
<b>Definition:</b>	
Measures the percent of CHC/FDT LNP with loop circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Reports for which the trouble is attributable to the SWBT network (unless SWBT had knowledge of the trouble prior to the due date</li> <li>• IDLC (pair gain systems) identified on or before the due date. (<u>Thirty calendar days after the filing of the IDLC Report as required in the Business Rule, the IDLC exclusion shall be considered deleted.</u>)</li> <li>• Excludes Non-Measured reports (CPE, Interexchange, and Informational)</li> </ul>	
<b>Business Rules:</b>	
<p>The percent of CHC/FDT circuits for which the CLEC submits a trouble report on the day of conversion, or before noon on the next business day.</p> <p>PMs 55.2, 56.1 and 58 will include the PTRs that extend past the original due date in the calculation as appropriate.</p> <p>PMs 59 and 69 will exclude PTRs from the calculation.</p> <p><u>On or before June 30, 2001, SWBT and the CLECs shall file with the Commission a report regarding the collaborative efforts to define, test, and implement a process to handle conversions when IDLC situations occur (the IDLC Report);</u></p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• CHC and FDT</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of CHC/FDT circuits for which the CLEC submits a trouble report on or before noon on the next business day after conversion ÷ total # of CHC/FDT circuits converted.	Reported by CLEC and all CLECs.
<b>Measurement Type:</b>	
<p>Tier 1 – None</p> <p>Tier 2 – None</p>	
<b>Benchmark:</b>	
. Diagnostic - See PM 115.2	

<b>115.1 Measurement</b>	
Percentage of Provisioning Trouble Report (PTR) completed in < 8 hours.	
<b>Definition:</b>	
Average duration of the outage from the receipt of the PTR to the time it is cleared.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• Excludes Non-measured reports (CPE, Interexchange, and Information reports.)</li> <li>• Excludes no access to the end user's location.</li> <li>• Reports for which the trouble is attributable to the SWBT network (unless SWBT had knowledge of the trouble report prior to the due date)</li> <li>• IDLC (pair gain systems) identified on or before the due date. (<u>Thirty calendar days after the filing of the IDLC Report as required in the Business Rule, the IDLC exclusion shall be considered deleted.</u>)</li> </ul>	
<b>Business Rules:</b>	
<p>The start time is when the report is received. The stop time is when the report is cleared.</p> <p><u>On or before June 30, 2001, SWBT and the CLECs shall file with the Commission a report regarding the collaborative efforts to define, test, and implement a process to handle conversions when IDLC situations occur (the IDLC Report).</u></p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• CHC and FDT</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma[(\text{PTRs completed in } < 8 \text{ hours} \div \text{total PTRs})]$	Reported by CLEC, all CLECs.
<b>Measurement Type:</b>	
<p>Tier 1 – High</p> <p>Tier 2 – Medium</p>	
<b>Benchmark:</b>	
95% < 8 Hours	

New Measurement -

<b>115.2. Measurement (New Measurement)</b>	
Combined Outage Percentage of CHC/FDT LNP with Loop Lines Conversions	
<b>Definition:</b>	
Percentage of CHC/FDT LNP with Loop Lines where an outage occurs.	
<b>Exclusions:</b>	
None	
<b>Business Rules:</b>	
An outage is defined as a premature disconnect found in PM 114 for both CHC and FDT, an excessive duration for FDT in PM 114.1, and a CHC or FDT PTR found in PM 115.	
<b>Levels of Disaggregation:</b>	
None	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of outages (pm 114, 114.1 (FDT) and 115 ÷ total CHC/FDT conversions) * 100	Reported by CLEC and all CLECs.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
5%	

### **XIII. NXX**

<b>117. Measurement</b>	
Percent NXXs loaded and tested by the LERG effective date	
<b>Definition:</b>	
Measures the percent of NXX(s) loaded and tested in the end office and/or tandem switches by the LERG effective date	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Business Rules:</b>	
Data for the initial NXX(s) in a local calling area will be based on the LERG effective date or completion of the initial interconnection trunk group(s) where an appropriate point of interconnection was not established prior to the LERG effective date. Data for additional NXXs in the local calling area will be based on the LERG effective date.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• By Market Region</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Total count of NXXs loaded and tested by LERG date, or interconnection date ÷ total NXXs loaded and tested) * 100	Reported by CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
Parity	

<b>118. Measurement</b>	
Average Delay Days for NXX Loading and Testing	
<b>Definition:</b>	
Average calendar days from due date to completion date on company missed NXX orders.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Business Rules:</b>	
See Measurement No. 117	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• By Market Region</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
$\Sigma(\text{Completion Date} - \text{LERG date or interconnection date}) \div (\text{number of SWBT caused late orders})$	Reported for CLEC, all CLECs and SWBT.
<b>Measurement Type:</b>	
Tier 1 – Low Tier 2 – None	
<b>Benchmark:</b>	
Parity	

**XIV. BONA FIDE/SPECIAL REQUEST PROCESS (BFRs)**

<b>120. Measurement</b>	
Percentage of Requests Processed Within 30 Business Days	
<b>Definition:</b>	
Percentage of Bona fide/Special requests processed and preliminary analysis provided to the customer within 30 business days of receipt of BFR.	
<b>Exclusions:</b>	
Excludes weekends and holidays.	
<b>Business Rules:</b>	
The clock starts when SWBT receives the application. The clock stops when SWBT responds with the preliminary analysis.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of number of requests processed within 30 days ÷ total number of requests) * 100	Reported by CLEC, all CLECs, and SWBT affiliate.
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
90% within 30 business days. Critical z-value does not apply.	



<b>121. Measurement</b>	
Percentage of Quotes Provided for Authorized BFRs/Special Requests Within X (10,30,90) Days	
<b>Definition:</b>	
Percentage of quotes provided in response to bona fide/Special requests for within X (10,30,90) days.	
<b>Exclusions:</b>	
Requests that are subject to pending arbitration.	
<b>Business Rules:</b>	
The clock starts when SWBT receives the application. The clock stops when SWBT responds back to the application request with a quote.	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>• New Network Elements that are operational at the time of the request.</li> <li>• New Network Elements that are ordered by the FCC.</li> <li>• New Network Elements that are not operational at the time of the Request.</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(Count of number of requests processed within X (10, 30, 90) days ÷ total number (10, 30, 90 Days) of requests) * 100	Reported by CLEC, all CLECs and SWBT affiliate..
<b>Measurement Type:</b>	
Tier 1 – None Tier 2 – None	
<b>Benchmark:</b>	
90% within 10, 30, 90 business days. <ul style="list-style-type: none"> <li>• Network Elements that are operational at the time of the request – 10 days</li> <li>• Network Elements that are Ordered by the FCC– 30 days</li> <li>• New Network Elements 90 days</li> </ul>	

## 123. Measurement

### Percent of Timely and Compliant Change Management Notices

#### Definition:

The percent of timely and compliant change management notices (as specified in the current Change Management Process (CMP), as made effective July 14, 2000) for EDI/LSR ordering, EDI, CORBA, DataGate Pre-ordering interfaces, and Verigate. This measure also includes LEX, Provisioning Order Status, Order Status, Trouble Administration, EASE and SORD. Timely and complete documentation provided to the CLECs for requirements associated with releases will be part of this measurement.

#### Exclusions:

- Regulatory mandates as described in the CMP documentation
- Emergency fixes
- CLEC initiated changes to Final Requirements (excluding changes requested due to a mistake by SWBT identified by the CLEC)
- SWBT-initiated enhancements/changes to Requirements for which it requests that this Performance Measurement does not apply and CLECs agree

#### Business Rules:

Performance standards are set forth in the SBC CLEC Interface Change Management Procedure documentation, providing specific intervals/timeframes for issuance of change management interface release notices, for making available the associated Initial and Final Requirements and release associated documentation, and for allowing defined CLEC comment time periods and prescribed testing intervals. This measure is designed to measure the percent of compliant change management notices, Initial Requirements, and Final Requirements sent to the CLEC within the intervals/timeframes prescribed by the Change Management Procedure documentation for all OSS interfaces in SWBT (the Category 1 interfaces of EDI for ordering, DataGate, EDI and CORBA for pre-ordering; and the Category 2 interfaces of LEX, Verigate, EASE, Order Status, Provisioning Order Status and Trouble Administration.

Documentation that is not complete or not compliant with the Change Management Procedure (CMP) documentation is not considered compliant for purposes of this measure (e.g. calls for abbreviated CLEC comment time periods, fails to identify and provide the appropriate testing intervals, etc).. Any changes made without notice will be considered sent late. (Note: revisions to LSOR pages are not provided and are not required per CMP and will not be a part of this measurement)

SWBT will be measured on the Release Announcement (for Category One) and Initial Requirements based on whether CLECs were provided with the appropriate interval per the CMP. For purposes of the Final Requirements, SWBT will be measured on whether the notice provided the appropriate interval relative to the

implementation date. Notices sent to CLECs that provide corrections to Final Requirements initiated by SWBT that require coding changes by the CLECs will be considered late under this performance measurement. Requirements changes that do not necessitate CLEC coding corrections will not be counted in this measurement.

SWBT initiated changes to Final Requirements, including changing the Implementation Date, will be considered late. SWBT may invoke the exception process to add either a CLEC requested enhancement or a SWBT initiated enhancement to the release. However, if SWBT requests of CLECs in the Exception Request Accessible Letter, that this exception not be counted as late in this performance measurement, and if CLECs unanimously agree to the enhancement, then it will not be counted as late.

When the Exception process is invoked, the timelines/intervals set through that Exception agreement between SWBT and the CLECs as outlined in the CMP documentation would be included in this measurement.

In the event final documentation is submitted in one reporting period and a change to that documentation considered late falls into another reporting period, the miss will count in the current reporting period only and will not be retroactive.

**Levels of Disaggregation:**

- None

<b>Calculation:</b>	<b>Report Structure:</b>
Percent of compliant change management notices providing the appropriate interval = (# of compliant change management notices providing the appropriate interval within the reporting period ÷ total # of change management notices sent during the reporting period) * 100	Reported for all CLECs.
<b>Measurement Type:</b>	
Tier 1 – Diagnostic Tier 2 – Diagnostic for 1 <sup>st</sup> 6 months to collect data and determine appropriate means of measurement	
<b>Benchmark:</b>	
90% compliant notices sent on time Diagnostic for Tier 1 and Tier II	

<b>124. Measurement</b>	
Timely resolution of significant Software Failures related with Releases	
<b>Definition:</b>	
Measures timely resolution of software errors after a Release that is having a significant impact on CLEC business activity.	
<b>Exclusions:</b>	
<ul style="list-style-type: none"> <li>Errors where a workaround is available (workaround in this sense does not include manual faxing to the LSC)</li> </ul>	
<b>Business Rules:</b>	
<p>Software errors identified in production within two weeks of the release with no work-arounds that have a disabling affect on CLECs ability to conduct business. Significant or disabling effect on the CLEC is defined as an inability to pass to SWBT or receive back from SWBT order activity on more than 10% of the CLEC LSRs relative to normal work volumes. This impact will be viewed on a per CLEC basis, upon notification by the CLEC to the OSS Help Desk that they are impacted. Problem resolution time will start being measured from the time the problem is reported to the help desk to the time the software fix is implemented or a workaround is in place. For Tier 1 damages, the CLEC is responsible for reporting the problem to the OSS Help Desk in order for this measure to apply to the individual CLECs and will be paid to those identified with an impact of 10% or more as outlined above.</p>	
<b>Levels of Disaggregation:</b>	
<ul style="list-style-type: none"> <li>None</li> </ul>	
<b>Calculation:</b>	<b>Report Structure:</b>
(# Significant Software Failures resolved within 48 hours ÷ Total Significant Software Failures)*100	By CLEC
<b>Measurement Type:</b>	
Tier 1 – High Tier 2 – High	
<b>Benchmark:</b>	
<ul style="list-style-type: none"> <li>95% completed within 48 hours or 2 days. Critical z-value applies.</li> </ul>	

**XV. GENERAL BUSINESS RULES (APPLICABLE TO ALL MEASURES EXCEPT AS SPECIFICALLY NOTED)**

**A. Reporting of Exclusions**

In reporting monthly data for each measurement, SWBT will report, for individual CLECs and for CLECs in the aggregate, the total number of CLEC transactions that were excluded by SWBT in reporting the results. The raw data to be available to CLECs for each measurement will include the raw data related to all excluded transactions and will include an identification of the particular exclusion category that SWBT determined to be applicable to the transaction. The exclusion should be one that is expressly provided under the business rules for the particular measurement.

**B. Geographic Market Regions**

All of the provisioning and maintenance measures, and certain other measures, are reported by “Market Region.” In Texas, the reference to Market Region is to one of four areas into which SWBT divides all of the Texas territory where SWBT serves as the incumbent LEC – Central and West Texas, Dallas/Fort Worth, Houston, and South Texas. A map showing the definition of these four Market Regions is attached as Appendix Five.

**C. Pre-Order Backend System Database Query Availability**

SWBT will agree to provide this information upon request via an assessable letter to all CLECs upon request of any individual CLEC.

**D. Line Splitting**

SWBT and the parties will work together to determine the appropriate levels of disaggregation to be used with line splitting once the process has been sufficiently developed to determine the appropriate performance measurement implementation. The anticipated measurements that will be impacted are: 55.1, 56, 58, 59, 60, 61, 62, 63, 65, 65.1, 66, 67 and 69.

## **PERFORMANCE MEASUREMENTS**

### **Appendix One**

<b>Subsequent Due Date Indicator</b>	
Added to the service order whenever the due date is changed. Order can carry multiple codes. Company delay code overrides subscriber delay code.	
<b>Subscriber(customer) Reasons:</b>	
SA	No Access
SL	Subscriber requests later date
SO	Subscriber – Other
SP	Subscriber requests earlier date
SR	Subscriber not ready
<b>Company (SWBT) Reasons:</b>	
CA	Assignment office
CB	Residence/Business office
CE	Back order / unavailability of equipment or supplies from vendors
CF	Lack of Facilities (outside plant or buried service wires)
CL	Work Load
CO	Other company reasons
CS	Lack of Central Office facilities
CU	Uncontrollable circumstances

## **PERFORMANCE MEASUREMENTS**

### **Appendix Two**

#### **Disposition Codes**

The following is a list of Excluded (13) disposition codes.

- 1301 Request for directories
- 1302 Reports received as a result of dual service
- 1303 Request for information revertive dialing codes – multi-party line  
(no longer applicable)
- 1304 CVAS Disconnect or hang up
- 1305 Request for information provided by another department –  
Business office, claims, etc.
- 1306 Request for SWBT to locate buried facilities
- 1307 Request to lower or raise wire
- 1308 Report on phone number which is properly disconnected, unassigned  
or suspended with disconnect recording on line.
- 1309 Report on feature customer is not being billed for
- 1310 Request to verify busy condition of line
- 1311 Report of non-SWBT plant or facilities
- 1313 Reports due to incorrect network administration records
- 1314 Request that SWBT ground be connected to electric company ground
- 1316 Report on service order activity prior to midnight of completion date
- 1317 Report on incorrect number; Regenerate report on correct number
- 1320 Request from Business Office
- 1321 Customer unable to reach business office
- 1322 Request from vendor for testing
- 1323 Changes in network structure (i.e. 10 digit dialing)
- 1324 Miscellaneous (Commendations, callback request for information only)
- 1335 Customer request service guarantee (tech gave credit)
- 1336 Customer request service guarantee (tech did not give credit)
- 1380 CNA Report Cancel by customer

## **PERFORMANCE MEASUREMENTS**

### **Appendix Three**

#### **Percentage of Missed Collocation Due Dates Damages and Assessments Methodology**

The following methodology will apply in calculating Tier 1 liquidated damages and Tier 2 assessments for the percentage of missed collocation due dates measurement.

##### **Tier 1:**

1. The benchmark will be 95% of Collocations completed within the due date. For example, if a CLEC has 30 collocations complete in the study month, SWBT can miss two due dates and still be in compliance. In this case no damages would apply. If, three due dates out of 30, SWBT would be out of compliance. In this case, damages would be payable on the number of collocations required to be back within the 95% benchmark.
2. Damages are calculated based on the number of days that SWBT misses the due date using the per occurrence values in the MOU, multiplied by the number of days from completion to due date.
3. In order to determine which collocations to use in the damage calculation, the missed collocation due dates will be ranked based on the number of days missed from highest to lowest. SWBT will pay damages on the highest number of days missed until the number of collocations missed is within the benchmark. For example, in the example above, if the three misses had missed days of 20, 10 and three, SWBT would pay damages on 20 missed days.
4. The collocation measurement will be used in the determination of the “K” number of allowances. In addition, it may also be excluded as defined in the MOU in the order of progression also contained there. The number of underlying data points used for the purposes of determining the order of exclusion will be the total days late for collocation projects.
5. All collocation completions in a month will be considered for the calculation of liquidated damages.
6. The critical Z-value will not be subtracted from the benchmark to determine compliance.

##### **Tier 2:**

1. Assessments will be applicable, as described in the MOU, when the measurement has been out of compliance for three consecutive months for the aggregate of all CLEC collocations.
2. Compliance will be defined as described in the Tier 1 damages above.
3. If assessments are applicable, the rolling three month average for days missed will be used to calculate the total assessments payable to the Texas State Treasury.



## **PERFORMANCE MEASUREMENTS**

### **Appendix Four**

## **Jeopardy Codes and Reasons**

### **Jeopardies Previously Referred to as Rejects**

1P	Verify address or provide nearby TN
1P	Account already converted - send cancel
1P	Invalid CFA
1P	Invalid feature detail
1P	Invalid TN
1P	Invalid due date
1P	Duplicate LSR
1P	Account not eligible for conversion
1P	Invalid feature
1P	EU name and TN do not match
1P	Provide driving instructions
1P	Duplicate circuit ID
1P	Busy cable ID and channel pair

### **Facility**

1A	Inter Office Facility Shortage
1D	No Loop Available
1P	There are No Facilities
1P	No Trunks Available
1Q	Assignment Problem
1Y	No Central Office Equipment Available

### **SWBT Other**

1B	Scheduling / Workload
1F	NSP Missed Appointment
1L	Frame Due Time Can Not Be Met
1N	DD and Frame Due Time Can Not Be Met

### **CLEC / EU (Excluded)**

1C	Customer (LSP) Not Ready
1E	End User Not Ready
1G	No Access to End User Prem
1H	Central Office Freeze
1J	Special Construction
1K	Natural Disaster (Flood, etc.)
1M	Requested DD is Less Than Published Interval
1P	No Access is Provided
1P	The Premises are Not Ready
1P	Please Send SUPP to Cancel PON
1P	Notification of New Due Date

1P	Field Visit Determined Address Invalid
1P	No Rep To Prev Jeop-PON Canceled
1P	There Is No Access
1P	Need to Obtain Right of Way
1R	Customer Could Not Be Reached At The Reach Number
1S	Building Not Ready, Customer Will Advise
1T	Pole at Trailer Site is Not Set
1W	Entrance Facilities Required
1X	Not Technically Feasible

## Performance Measurements

### Appendix Five

#### **LSR FIELD, FIELD NAME and FEATURES**

##### PHASE 1

CC - COMPANY CODE

LSR NO. - LOCAL SERVICE REQUEST NUMBER

ACT - ACTIVITY (**Compare ACTION CODE associated to USOC as verification**)

PQTY - PORT QUANTITY

REQTYP - REQUISITION TYPE AND STATUS

CFA - CONNECTING FACILITY ASSIGNMENT

CHC - COORDINATED HOT CUT = Y

DFDT - DESIRED FRAME DUE TIME

PORTED # - PORTED TELEPHONE NUMBER

STREET - STREET ADDRESS (END USER'S) - (**SA field on the service order**)

PIC - INTERLATA PRESUBSCRIPTION INDICATOR CODE (**LNP only**)

LPIC - INTRALATA PRESUBSCRIPTION INDICATOR CODE (**LNP only**)

FA - FEATURE ACTIVITY (**Compare ACTION CODE associated to USOC as verification**)

FEATURE - FEATURE CODE (**Compare to USOC on service order**)

**Comparison will be based on the USOCs associated with the FEATURES listed below:**

Caller ID - Anonymous Call Rejection

Improved data transmission for POTS lines

900 Call Restriction (AR, KS, MO, OK) (Blocks 1+700 also)

900/976 Call Restriction - end user requested - Initial Request (TX Only)

900/976 Call Restriction - end user requested - Subsequent Request (TX Only)

Toll Restriction (Blocks: 0+, 0-, 1+, 1+900, 1+976, 1+700, 1+411, 1+555-1212, 10XXX)

Call Forwarding - Busy Line / Don't Answer

Three-Way Calling

Simultaneous Call Forwarding

Speed Calling 30

Speed Calling 8

Call Forwarding

Call Waiting

Call Forwarding - Busy Line

Call Forwarding - Don't Answer

Preferred Number Service - Optional Local Unmeasured / Unlimited Usage Charge - EMS / EACS Additive

Local TeleBranch - Optional Unmeasured / Un-limited Usage Charge

Local TeleBranch - Unmeasured / Un-limited Usage

Hot Line

Circle Hunt - per line arranged for hunting.

Circle Hunting - Bus. 1-Element Measured 1-Party, Multi-Line Hunting and Trunks; Residence 1-Party & Trunks

Preferential Hunting - per line arranged for hunting.

Preferential Hunting Business 1 Element Measured 1-Party, Multi-Line Hunting and Trunks; Residence 1-Party and Trunks

Series Hunting - per line arrange for hunting (Also called Series Completion, Regular or Rotary Hunting.)

Series Hunting per Line - Business 1 Element Measured 1-Party; Residence 1-Party

Improved voice transmission for trunks

Caller ID - Per Line Blocking

Night Number Terminal Arrangement - associated with working Telephone Number

Night Number Terminal Arrangement - associated with Terminal

Selective Call Forwarding

BizSaverSM A

BizSaverSM D

BizSaverSM B

BizSaverSM C

THE WORKSSM

THE WORKSSM w/o NMP

THE WORKSSM w/o Call Waiting

THE WORKSSM w/o Caller ID & w/o Call Waiting

THE WORKSSM w/o ESX

THE WORKSSM w/o ESX & NMP

THE WORKSSM Plus w/ 1+SaverSM

THE WORKSSM w/o NMP & NSD & w/ 1+SaverSM

THE WORKSSM Plus w/ OS3

THE WORKSSM w/o NMP & NSD

THE WORKSSM w/ NMP & NSD

THE WORKSSM w/o Caller ID

THE WORKSSM w/o Caller ID & w/o Remote Access to Call Forwarding

THE WORKSSM w/o Remote Access to Call Forwarding

THE WORKSSM w/o RC3

THE WORKSSM w/o NMP & RC3

THE WORKSSM w/o Remote Access to Call Forwarding & w/o Call Waiting

THE WORKSSM w/o Caller ID & w/o Remote Access to Call Forwarding & w/o Call Waiting

THE WORKSSM w/o ESX & RC3

THE WORKSSM w/o RC3, ESX & NMP

THE WORKSSM Plus w/o Call Waiting & w/1+SaverSM

THE WORKSSM Plus w/o Call Waiting & w/o Caller ID & w/ 1+SaverSM

THE WORKSSM Plus w/o Call Waiting & w/o Caller ID

THE WORKSSM w/ NMP & NSD; w/o AYK

THE WORKSSM w/o ESX

Caller ID - Calling Name Delivery

Caller ID - Caller ID Credit with 1+SaverSM

International (IDDD) Blocking

Caller ID - Calling Number Delivery

Priority Call

Network Provisioning USOC for lines equipped with Call Return, Call Blocker, Auto Redial, Priority Call, Selective Call Forwarding

Auto Redial

Call Return

Call Trace - Per Successful Activation

Call Blocker

Auto Redial Per Activation

Call Return Per Activation

Priority Installation - (PI) Prime Service Vendor or Subcontractor

Priority Installation - (PI) Secondary Service Vendor or Subcontractor  
 Preferred Number Service without Unique Ring - 800 Service  
 Preferred Number Service without Unique Ring - Local  
 Preferred Number Service without Unique Ring - InterLATA  
 Preferred Number Service without Unique Ring - IntraLATA  
 Toll Terminal Trunks - Toll Billing  
 Priority Restoration - (PR) PR Level Implementation - Secondary Vendor or Subcontractor  
 Priority Restoration - PR Level change on an existing service - Subcontractor  
 Administration & Maintenance of TSP Service - Prime Service Vendor  
 Administration & Maintenance of TSP Service - Subcontractor  
 Preferred Number Service with Unique Ring - 800 Service  
 Preferred Number Service with Unique Ring - Local  
 Preferred Number Service with Unique Ring - InterLATA  
 Preferred Number Service with Unique Ring - IntraLATA  
 Remote Access to Call Forwarding  
 TeleBranch & Local TeleBranch - add'l Access Path  
 TeleBranch - Intrastate / Interexchange, non-Bell Exchange Company Access Path  
 TeleBranch - Interstate / Interexchange, non-Bell Exchange Company Access Path  
 TeleBranch - Interstate / Interexchange Access Path  
 TeleBranch - Interstate / Intraexchange Access Path  
 Local TeleBranch - First Access Path  
 TeleBranch - Interstate / International Access Path  
 TeleBranch - Intrastate / IntraLATA & Intrastate / InterLATA Access Path  
 TeleBranch - Interstate / 800 Interexchange Access Path  
 TeleBranch - Intrastate / 800 Interexchange Access Path  
 Caller ID - Caller ID Value Package Plus with 1+ SaverSM  
 Caller ID - Caller ID Value Package with 1+SaverSM  
 Caller ID - Caller ID Value Package  
 Caller ID - Convenience Plus  
 BASICSSM  
 Caller ID - Caller ID Value Package / Convenience Plus  
 Voice Dial Discount  
 Preferred Number Service with Unique Ring - CFN Account  
 900/976 Call Restriction - Mandatory - Subsequent Application (TX Only) (Charge Applies)  
 900/976 Call Restriction - Mandatory - Initial Application (TX Only)  
 Toll Restriction (Lifeline/Tel-Assistance end users)  
 Secondary Line Control  
 SCOCs - Charge per system  
 Toll Terminal Trunks - Pseudo Terminals  
 TOUCH-TONE, per C.O. Trunk  
 TOUCH-TONE, per line  
 Toll Terminal Trunks - Toll Charge Telephone Number  
 TOUCH-TONE, per line  
 Voice Dial - Directory-30, per Primary Line  
 Voice Dial - Directory-50, per Primary Line  
 Voice Dial - Directory-75, per Primary Line  
 Voice Dial - Shared Directory-30, per Secondary Line  
 Voice Dial - Shared Directory-50, per Secondary Line  
 Voice Dial - Shared Directory-75, per Secondary Line  
 Warm Line

WireWorxSM - Contract Option 2 - Selected Accounts - Multiline - Per jack - WireWorx billing applies  
WireWorxSM - Contract Option 1 - All Accounts - Multiline - Per jack  
WireWorxSM - Contract Option 2 - Selected Accounts - Multiline - Per access line - WireWorx billing applies  
WireWorxSM - Contract Option 1 - All Accounts - Multiline - Per access line  
WireWorxSM - Contract Option 1 - All Accounts - Single Line  
WireWorxSM - Contract Option 2 - Selected Accounts - Single Line - WireWorx billing applies  
WireWorxSM - Contract Option 2 - Selected Accounts - Single Line & Multiline - WireWorx billing does not apply  
Improved data transmission for POTS lines  
Installation & Maintenance - CLEC Authorization required for regulated work (CLEC only)  
Installation & Maintenance - End user authorization for regulated work is permitted while SWB installation technician is on pr

Call Forwarding - Busy Line / Don't Answer  
Call Forwarding - Busy Line  
Call Forwarding - Don't Answer  
LNFN - LISTED FIRST NAME  
LNLN - LISTED NAME LAST  
LTY - LISTING TYPE

**PHASE 2 - (Requires the addition of FIDs to the Service Order Extract to perform the compare)**

BA - BLOCKING ACTIVITY  
BLOCK  
HA - HUNT GROUP ACITIVY  
HID - HUNTING ID  
HNTYP - HUNTING TYPE GROUP  
OTN - OUT TELEPHONE NUMBER  
FLOOR - EU FLOOR  
ROOM - EU ROOM  
BLDG - EU BUILDING  
CITY - EU CITY, VILLAGE, TOWNSHIP, ETC.  
STATE - EU STATE  
ZIP CODE - EU ZIP CODE  
LALO - LISTED ADDRESS LOCATION  
LANO - LISTED ADDRESS HOUSE NUMBER  
LASN - LISTED ADDRESS STREET NAME  
LATH - LISTED ADDRESS THOROUGHFARE  
LAZC - LISTED ADDRESS ZIP CODE  
LTN - LISTED TELEPHONE NUMBER

**PHASE 3 - (WTN and CKT Leg Expansion)**

TN/ECCKT - TELEPHONE NUMBER/EXCHANGE COMPANY CIRCUIT ID  
NC - NETWORK CHANNEL CODE  
NCI - NETWORK CHANNEL INTERFACE CODE  
FPI - FREEZE PIC INDICATOR  
FPI - FREEZE PIC INDICATOR  
Caller ID - Per Line Blocking - Access Code Restriction Group  
Voice Dial - Advanced Service Interface Feature  
SCOCS - Call Screening Code assignment  
Preferred Number Service - Call Forwarding Number  
TeleBranch - Call Forwarding Number

Call Forwarding - Busy Line / Don't Answer - Call Forwarding Number  
Call Forwarding - Busy Line  
Call Forwarding - Don't Answer  
Directory Assistance Call Completion Screening  
Disabled Person Discount  
Voice Dial - Foreign Language  
Preferred Number Service - Group Size  
TeleBranch - Group Size  
Simultaneous Call Forwarding - Group Size  
Warm Line - Hot Line Service Number  
Intercept Referral Service  
Line Class Code (for any call restriction)  
Toll Terminal Trunks - Line Class Code  
Line Treatment Group Number (DMS) (for any call restriction)  
Personalized Ring - Multiple Number Call Forward Inhibit  
CUSTALRT- Customer Alerting - Message Service System  
No Charge - Directory Assistance  
Voice Dial - Network Facility Access  
Night Number Terminal - Non-Hunting Number  
Night Number Terminal - Night Service Fixed (TN or TER to which a Night Number is bridged)  
Toll Terminal Trunks - Outward Dial Only  
Remote Access to Call Forwarding - Personal Identification for Remote Access  
Preferred Number Service with Unique Ring - Primary Number  
Personalized Ring  
Caller ID - Per Line Blocking - Privacy  
Priority Service Authorization Number  
Restrict Casual Use  
Call Forwarding - Don't Answer - Ringing Cycle  
Call Forwarding - Busy Line / Don't Answer - Ringing Cycle  
Preferred Number Service with Unique Ring - CFN Account  
Preferred Number Service with Unique Ring - Ringing Pattern  
Simultaneous Call Forwarding - Simulated Facility Group  
Preferred Number Service - Simulated Facility Group  
TeleBranch - Simulated Facility Group  
Voice Dial - Shared Voice Dialing Directory  
Toll Terminal Trunks - Special Toll Guiding  
Preferred Number Service - TN  
Preferred Number Service with Unique Ring - Telephone Number  
Personalized Ring - TN for Dependent Number(s)  
Secondary Line Control  
Tele-Communications Service Priority  
Warm Line Timeout  
RTY - RECORD TYPE  
  
PIC -INTERLATA PRESUBSCRIPTION INDICATOR CODE- (Remaining non-LNP WTNs)  
LPIC - INTRALATA PRESUBSCRIPTION INDICATOR CODE-(Remaining non-LNP WTNs)  
LST - LOCAL SERVICE TERMINATION  
HTN - HUNTING TELEPHONE NUMBER  
HTSEQ - HUNTING SEQUENCE

## **PROJECT NO. 20400**

<b>SECTION 271 COMPLIANCE</b>	<b>§</b>	<b>PUBLIC UTILITY COMMISSION</b>
<b>MONITORING OF SOUTHWESTERN</b>	<b>§</b>	
<b>BELL TELEPHONE COMPANY OF</b>	<b>§</b>	<b>OF TEXAS</b>
<b>TEXAS</b>	<b>§</b>	

### **ORDER NO. 33**

#### **APPROVING MODIFICATIONS TO PERFORMANCE REMEDY PLAN AND PERFORMANCE MEASUREMENTS**

This Order, as issued by the Public Utility Commission of Texas (Commission), approves modifications to the Performance Remedy Plan (Plan) and Performance Measurements (Measurements) included in Attachment 17 to the Texas 271 Agreement (T2A) as recommended by Commission Staff or agreed to by the parties. The revised Measurements shall be designated as Version 2.0 and shall supercede Version 1.7. The revisions to both the Plan and the Measurements shall be incorporated by Southwestern Bell Telephone Company (SWBT) into Attachment 17 to the T2A and filed by June 15, 2001. Attachment 17, as revised by this Order, shall supercede the previous version of the document. The required changes are identified in the attached matrix.

Version 2.0 and any revisions to the Plan included in this Order shall become effective July 1, 2001.

#### **Ordering Paragraphs**

1. SWBT shall file a revised Performance Remedy Plan and Version 2.0 of the Performance Measurements by June 15, 2001. The revised Plan and Performance Measurements shall contain all of the modifications contained in the matrix, including the modifications to the proposed measures attached to the matrix.



2. SWBT shall also file revised appendices to the Performance Remedy Plan within the same time frame.<sup>1</sup> The revised appendices shall reflect the Commission's changes to the Plan and to the Performance Measurements.

**SIGNED AT AUSTIN, TEXAS the \_\_\_\_\_ day of May, 2001.**

**PUBLIC UTILITY COMMISSION OF TEXAS**

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**PAT WOOD, III, CHAIRMAN**

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**BRETT A. PERLMAN, COMMISSIONER**

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<sup>1</sup> There are two appendices in Attachment 17 to the T2A that are titled, "Measurements Subject to Per Occurrence Damages or Assessment with a Cap" and "Performance Measures Subject to Tier-1 and Tier-2 Damages Identified as High, Medium and Low."

Issue	SWBT's Comments	CLECs' Comments	Commission Ruling
Special Access Issue	<p>Worldcom requests that the Commission implement PMs assessing SWBT's provision of special access services to interexchange carriers (IXCs). The Commission should reject this request for the reasons stated below:</p> <ul style="list-style-type: none"> <li>Performance measurements adopted in connection with a Section 271 proceeding are meant solely to "provide valuable evidence regarding SWBT's compliance or noncompliance with individual (Section 271) checklist items" relative to wholesale services provided to CLECs (SBC Kansas/Oklahoma Order, para. 31). These measurements, and the checklist items to which they correlate, have nothing to do with SWBT providing retail special access services, under tariff, to IXCs.</li> <li>The Oklahoma Commission recently considered the issue of whether special access should be included within the interconnection agreement (O2A). They determined that "issues, which relate to the provisioning of long distance service, should not be included in this Agreement...." (Order of the OCC, Application of AT&amp;T for Compulsory Arbitration of Unresolved issues with SWBT pursuant to § 252(B) of the Telecommunications Act of 1996, p. 3). PMs are included within the T2A as Attachment 17, and special access is the provisioning of long distance services. It simply follows that if issues related to long distance service are not included within the Agreement, then they certainly should not be included within the PMs, an attachment to that Agreement.</li> <li>The FCC determined in both its SBC Texas Order (para. 335) and Bell Atlantic New York Order (para. 340) that checklist compliance is not intended to encompass the provision of tariffed special access services. The FCC again reiterated</li> </ul>	<p>WCOM and TWTC respectfully urge the Commission to authorize performance measurements for special access services. With SWBT providing access services to its long distance affiliate, SWBT has the incentive to discriminate against unaffiliated long distance carriers. Indeed, WCOM and TWTC have experienced a deterioration in special access services since SWBT's long distance affiliate began selling long distance in Texas.</p> <p>Furthermore, at the April 5th workshop, several CLECs outlined why CLECs have to order special access to provide local service in Texas. For example, if SWBT disputes the availability of a particular network element, CLECs are forced to order the network element as special access. In other instances, facilities for special access are available when the equivalent facilities for network elements are not. Finally, CLECs have stated in past 271 workshops that the ordering and provisioning systems for special access are often more reliable than the equivalent systems for network elements.</p>	<p>The Commission finds that, to the extent a CLEC orders special access in lieu of UNEs, SWBT's performance shall be measured as another level of disaggregation in all UNE measures. The Commission also finds it appropriate to conduct a workshop, consistent with the discussion at the May 24, 2001 Open Meeting, on the issue of special access and UNEs.</p>

Issue	SWBT's Comments	CLECs' Comments	Commission Ruling
	<p>its position regarding whether special access should be considered within the Section 271 process in para. 211 of its April 16, 2001 Memorandum Opinion and Order, CC Docket No. 01-9, FCC 01-130. The FCC held that "[t]he Commission previously determined in the Bell Atlantic New York Order that checklist compliance is not intended to encompass provision of tariffed interstate services simply because these services use some of the same physical facilities as a checklist item. We note, however, that to the extent parties are experiencing delays in the provisioning of special access services ordered from Verizon's federal tariffs, these issues are appropriately addressed in the Commission's section 208 complaint process." This again demonstrates that special access does not belong within the context of measuring a Bell Operating Company's (BOC) performance in the provisioning of local exchange service.</p> <ul style="list-style-type: none"> <li>SWBT currently makes available special access performance data, pursuant to § 272(e)(1), which requires that a BOC, such as SWBT, fulfill the access service requests of unaffiliated entities no less timely than its own or its affiliates' requests. Worldcom is free to petition the FCC to alter these existing measurements, and it would be best that they do so given the FCC's role in interpreting the requirements of Section 272.</li> </ul>		
K Value	<ul style="list-style-type: none"> <li>SWBT is required to perform twice as many tests as is shown for each entry in the K table first at Tier 1 and then again at Tier 2.</li> <li>K – table is based on the number of tests with 10 or more data points, but in actuality performance tests are done on all measures with at least one data point. This increases the number of tests being done without</li> </ul>	<p><b>AT&amp;T:</b></p> <p>AT&amp;T believes that the K value is excusing SWBT from Tier 1 payments at a higher volume and rate than was anticipated when the K-value concept was incorporated into the Texas plan. Intended to control for Type 1 error, which the plan is designed to restrict</p>	<p>The Commission finds that, in light of SWBT's performance on Tier 1 measures,<sup>1</sup> the Commission should not modify the Performance Remedy Plan at this time, except with reference to PM 13. For PM 13, to the extent the performance delivered to a CLEC is a "miss" for two consecutive months, the K value shall not exclude PM 13 from liquidated damage payments.</p>

<sup>1</sup> See letter filing made by SWBT on May 2, 2001 in this Project.